

**COMMAND INSPECTION PROGRAM
EXCEPTIONS DOCUMENT**

Command: Northern Division	Division: Northern	Chapter: Seven (HPG)
Inspected by: Lieutenant Todd Morrison		Date: May 15, 2010

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INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection: Three	<input type="checkbox"/> Corrective Action Plan Included <input type="checkbox"/> Attachments Included
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to:		
Due Date:			
Chapter Inspection:			
Inspector's Comments Regarding Innovative Practices:			

None.

Command Suggestions for Statewide Improvement:

None.

Inspector's Findings:

Northern Division is in compliance with departmental policies and procedures as they relate to this Chapter Inspection. No discrepancies and/or deviation from departmental policy were noted.

Commander's Response: <input checked="" type="checkbox"/> Concur or <input type="checkbox"/> Do Not Concur (Do Not Concur shall document basis for response)

Northern Division sergeants and nonuniformed supervisors provide quality supervision of our officers and civilian employees respectively. All employees are supervised and treated with respect, in compliance with the Department's Organizational Values and CHP Pride. Departmental training is kept current as much as practicable, and out-service and Academy training is provided when necessary and/or as it becomes available.

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Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

None.

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Required Action
Corrective Action Plan/Timeline

No corrective action is needed at this time.

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE 6-10-10
	INSPECTOR'S SIGNATURE 	DATE 6-10-10
<input checked="" type="checkbox"/> Reviewer discussed this report with employee <input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur	REVIEWER'S SIGNATURE 	DATE 6-11-10

**AREA MANAGEMENT EVALUATION
SUPERVISION AND TRAINING**

CHP 453G (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Northern Division	Northern	101
EVALUATED BY	DATE	
Lieutenant Todd Morrison	May 5, 2010	

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE 	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Correction Report BY _____	COMMANDER'S REVIEW <i>Jt. Todd Morrison</i> <i>Capt. Frank Parrish</i>
		EVALUATED Yes	ACTION REQUIRED No
		DATE May 15, 2010	
		CORRECTED 	

1. GENERAL

- | | |
|---|---|
| a. Does the Area work force consist of employees, supervisors and managers who support the principles addressed in GO 0.8, Professional Values? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (1) Are the employees capable of performing and maintaining essential services to the public? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (2) Are upward mobility and career development programs and training available to interested employees? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| b. Do supervisors at all levels assume responsibility for the development and training of their employees? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (1) Do supervisors review and assess specific training needs with employees annually? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (a) Is this review done in conformance with the departmental Out-Service Training Plan? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| c. Do employees assist in their training assessment by helping supervisors identify their strengths and weaknesses? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (1) Do employees seek information on training opportunities to improve their job performance? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (2) Do employees initiate their own career development plan? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (3) Do employees utilize the knowledge, skills, and abilities they have acquired through training? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

2. LIEUTENANTS (OTHER THAN COMMANDERS)

- | | | | |
|---|--|--|------------------|
| | EVALUATED
Yes | ACTION REQUIRED
No | CORRECTED |
| a. What are the commander's plans for developing Area lieutenants? | Lieutenants assigned to Northern Division are assigned diverse assignments requiring self-development to become subject matter experts in respective duties. | | |
| (1) Are the plans in writing? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | |
| (2) Is there meaningful guidance, direction, and assistance provided to lieutenants in the formulation of their individual career development plans? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | |
| (3) Does the commander work with the lieutenants to structure a development plan that provides job experience that will contribute most to the accomplishment of both the lieutenant's career goals and those of the Department? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | |
| (a) Do the lieutenants have a career development plan based on their assessment center follow-up reports? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | |
| (b) Does the commander use the lieutenant's career development plan to structure needed training and make meaningful comments on annual performance reports? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | |
| (5) Are lieutenants encouraged to participate in self-initiating activities such as continuing college-level education, public speaking training (e.g., Toastmasters), professional and community organization affiliation, etc.? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | |

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- (6) Do lieutenants' annual evaluations contain comments on their managerial potential and their desires on upward mobility? ☒ Yes ☐ No

(a) How does the commander train the lieutenants for command responsibility? *The Northern Division commander assigns projects to respective Northern Division lieutenants directly related to Area command responsibilities, and they are assigned acting commander assignments when necessary.*

- (b) Are the lieutenants submitting completed staff work? ☒ Yes ☐ No

- (c) Are the lieutenants involved in coordination with other agencies in the criminal justice system? ☒ Yes ☐ No

- (d) Are the lieutenants participating in Headquarters career development assignments? ☒ Yes ☐ No

- b. Are lieutenants given freedom to manage their respective operations? ☒ Yes ☐ No

- (1) Are the lieutenants effective supervisors? ☒ Yes ☐ No

- (2) Are the lieutenants developing managerial skills in subordinate supervisors? ☒ Yes ☐ No

- (3) Are the lieutenants well-organized in their work? ☒ Yes ☐ No

- (a) Do they maintain files to assist in evaluations? ☒ Yes ☐ No

- (b) Do they plan and make effective use of time? ☒ Yes ☐ No

- (c) Do they work closely with subordinates? ☒ Yes ☐ No

- (d) Do they foresee problems and plan for them? ☒ Yes ☐ No

- (e) Do they have an "open door" policy that does not circumvent the sergeant's authority? ☒ Yes ☐ No

3. SERGEANTS

EVALUATED

Yes

ACTION REQUIRED

No

CORRECTED

- a. Is the sergeant's role as an essential member of the command's management team well-defined and understood? ☒ Yes ☐ No

- (1) Does Area use the sergeant as part of the management team and ensure all have a good understanding of and agree on priorities? ☒ Yes ☐ No

- (a) Do the sergeants maximize their on-the-road field supervision time? ☒ Yes ☐ No

- (b) Do the sergeants properly apply management philosophies and supervisory skills? ☒ Yes ☐ No

- (c) Do the sergeants promote a positive environment conducive to counseling and motivating subordinates? ☒ Yes ☐ No

- (2) Do the sergeants assist in the development of their subordinates? ☒ Yes ☐ No

(a) After officers with supervisory potential are identified, what is done to develop that potential? *They are given projects and assignments to develop respective weaknesses, and utilized as Officer-In-Charge during sergeant absences, vacations, etc.*

- (3) Are the sergeants able to direct the activities of subordinates to accomplish Area and departmental goals? ☒ Yes ☐ No

- (a) Do the sergeants' actions show a willingness to become involved? ☒ Yes ☐ No

- (b) Do the sergeants know when to act, when to delegate, and when to refer to a superior? ☒ Yes ☐ No

- (4) Are sergeants available at the beginning and at the end of shift in the office, and in the field during shift? ☒ Yes ☐ No

- (a) If on an alternate workweek, are the sergeants able to provide adequate supervisory coverage? ☒ Yes ☐ No

- (5) Is there an established system for sergeants' ride-alongs? ☒ Yes ☐ No

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(a) Are sergeants conducting ride-alongs as required?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(b) How are ride-alongs documented? On officers CHP 100 forms and sergeants CHP 112 forms		
(6) Is there a written order addressing supervisory observation of court testimony and the courtroom demeanor of officers?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(a) How is courtroom observation documented? On officer CHP 100 forms and sergeants CHP 112/commendable incident reports		
(b) Has courtroom procedures/testimony training been provided for officers?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(7) What policy does Area have for review of reports? All reports are reviewed by respective supervisors and managers as required.		
(a) How often do sergeants review and, if necessary, discuss reports with officers? All reports are reviewed, with subsequent follow-up discussions with respective officers as necessary.		
(b) If special duty officers review reports, are deficient and/or superior reports brought to the attention of the supervisors?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(c) Do supervisors utilize matrix reports as well as hands-on inspection of documents?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(8) Do sergeants respond to incidents involving damage to state equipment or injury to personnel?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Do they assist with felony arrests or respond to physical arrest incidents?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(b) Do they respond to specific types of accidents? <i>(If yes, specify.)</i>	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Sergeants respond if requested or if deemed necessary, and to all accidents involving Division employees.		
(c) What role do sergeants assume at accident scenes? Incident command as appropriate; however, Division sergeants do not routinely respond to traffic collisions, and primarily function in support roles when requested by Areas or allied agencies.		
(d) Are sergeants aware of MAIT call-out criteria?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(e) How many times has a sergeant been "called-out" to an accident in the past year? None, other than MAIT.		
(9) Are daily briefings held for each shift?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(a) Are briefings interesting and meaningful, with the supervisor in control?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(b) How are briefing items and attendance documented and filed for future reference? In a briefing book. Additionally, pertinent information is also disseminated via e-mail and hardcopy attachments when needed or deemed appropriate.		
(c) How are special duty officers briefed? N/A		
(10) What methods do sergeants use to plan their goals for the month (e.g., planning calendar)? Sergeants maintain respective planning calendars and utilize in-house data bases to manage their respective Northern Division Units. They also conduct regular staff meetings as needed to brief their employees accordingly.		
(11) Do sergeants participate in Public Affairs activities?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Have they received public speaking training from their commander?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(12) Do newly promoted or transferred sergeants receive proper orientation?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(13) Do the sergeants have a good working knowledge of policies and procedures affecting their assignment?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

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- (a) How do sergeants keep current on additions or revisions to policy? *All new departmental publications are routed to Division supervisors and released on-line publications are reviewed accordingly.*

- (b) Are the sergeants knowledgeable about current topics such as collective bargaining, affirmative action, civil liability, etc.? ☒ Yes ☐ No

- (c) Do the sergeants expedite training/briefing of recent changes for subordinates? ☒ Yes ☐ No

4. OFFICERS

EVALUATED

Yes

ACTION REQUIRED

No

CORRECTED

- a. Does Area have a formal orientation training program? ☒ Yes ☐ No

- (1) Does a supervisor oversee this program? ☒ Yes ☐ No

- (2) Are departmental guidelines followed for field orientation training? ☒ Yes ☐ No

- (3) Are Area field training officers (FTOs) departmentally qualified? *N/A* ☐ Yes ☐ No

- b. Did Area adequately identify their needs when planning their training program? *N/A* ☐ Yes ☐ No

- (1) Has an effective training program plan been developed? ☒ Yes ☐ No

- (a) Does it reflect both current and future needs? ☒ Yes ☐ No

- (b) Is training scheduled far enough ahead to assure continuity, yet flexible enough for changing needs? ☒ Yes ☐ No

- (c) Are plans regularly updated? ☒ Yes ☐ No

- (2) Who is responsible for training? *Officer Jon Tomlinson serves as the Northern Division Training Officer.*

- (a) Is this person effective? ☒ Yes ☐ No

- (b) Are guest speakers and other instructors regularly scheduled? ☐ Yes ☒ No

- (c) Are critiques used to ensure only the best presentations are scheduled? ☐ Yes ☒ No

- (d) How does Area identify personnel whose expertise may qualify them as an instructor? *Northern Division conducts formal interviews of prospective officers to serve in this capacity.*

- (3) What methods are used by Area to establish training needs? *Division supervisors are directly involved and responsible for identifying respective training needs for assigned officers. Methods include review of submitted staff work to identify writing deficiencies, attendance at range to ensure individual proficiency is maintained, and through daily observation of employee performance.*

- (a) Do training topics appear relevant? ☒ Yes ☐ No

- (b) Are training results objectively evaluated on a regular basis? ☒ Yes ☐ No

- c. Who is responsible for specialized training with the Area? *Respective supervisors are responsible for identifying and implementing specialized training. Also, Northern Division has two officers who's assigned responsibilities include oversight of training needs.*

- (1) Are all officers proficient with cameras? ☒ Yes ☐ No

- (a) If not, are enough trained to meet operational needs? ☒ Yes ☐ No

- (b) Is refresher training provided periodically? ☐ Yes ☒ No

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(c) Who reviews photographs when they are returned? Respective supervisors.

(d) Is a specific individual responsible for camera maintenance?

☐ Yes ☒ No(2) Is one specific person responsible for Defensive Driver Training? PERFORMED BY UNIT SUPERVISORS☐ Yes ☒ No

(a) Has Area complied with driver training requirements outlined in HPM 10.6, Occupational Safety Manual?

☒ Yes ☐ No

(3) Are there any special needs in the Area?

☐ Yes ☒ No

(a) If so, has any special training been provided in those areas?

☐ Yes ☒ No

(4) Are all officers currently certified in CPR?

☒ Yes ☐ No

(a) Is annual training conducted on schedule?

☒ Yes ☐ No

d. Is one specific person responsible for training records?

☒ Yes ☐ No

(1) Is a training chart utilized to record all training conducted in the Area?

☐ Yes ☒ No(2) If a training chart is not used, what type of system is utilized by the Area? All training is entered into the Employee Training Records System.

(3) Are In-Service training records complete and current?

☒ Yes ☐ No

(a) Have officers new to the Area been added to the records?

☒ Yes ☐ No

(4) Are records of individual officers current?

☒ Yes ☐ No**5. NONUNIFORMED**

EVALUATED

Yes

ACTION REQUIRED

No

CORRECTED

a. What special training has been planned for nonuniformed employees? Nonuniformed employees receive applicable training at quarterly staff meetings, in addition to mandated departmental training.

b. Is there a planned orientation for new employees?

☒ Yes ☐ No

(1) Is the departmental orientation guide for new employees being utilized?

☒ Yes ☐ No

(2) Have new employees reviewed the video, "Spirit of Excellence"?

☒ Yes ☐ No**6. EVALUATION PROCESS**

EVALUATED

Yes

ACTION REQUIRED

No

CORRECTED

a. What methods are utilized to assure sergeants have sufficient supervision time with the officers they evaluate? All Northern Division officers and sergeants are assigned to the same shift/work hours. As such, supervisors afforded time needed to adequately evaluate employee performance.

(1) Are evaluation assignments equitable?

☒ Yes ☐ No

(2) Are evaluations done on schedule?

☒ Yes ☐ No(3) How do lieutenants record their observations of the sergeants' critical task performance? On their monthly CHP 112s.

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b. What records do the supervisors keep on the employees they supervise? [Respective CHP 100 forms.](#)

- | | | |
|---|---|-----------------------------|
| (1) Are significant matters recorded and filed regularly to provide a basis for evaluations? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (a) Do records have a good balance of positive and negative comments? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (2) Do all documents and comments comply with the Peace Officers' Bill of Rights? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (3) Do <u>all</u> supervisors contribute to the records? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (4) Are similar records kept of supervisor's efforts? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| c. Are evaluations realistic, objective, and meaningful? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (1) Are evaluations consistent in the rating process? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (2) Is there continuous and thorough documenting of performance at all command levels? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (3) Do employees feel their evaluations assist them? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (4) Are comments in the evaluation in keeping with their overall importance? Yes. | | |
| (5) Is the performance objective monitored, with proper recognition given? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (6) Does the Area have a procedure to test the effectiveness of evaluations? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (7) Is the commander satisfied with the Area's evaluation process? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (8) Does the commander have a clear understanding of his/her role in the performance appraisal process? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

7. INTERIM REPORTS

EVALUATED
[Yes](#)

ACTION REQUIRED
[No](#)

CORRECTED

- | | | |
|--|---|-----------------------------|
| a. Are interim reports utilized as appropriate? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (1) Do supervisors understand the procedures for issuing them? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (2) Were all other appropriate supervisory techniques used without positive results prior to implementing interim reporting? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| b. Are interim reports periodically updated and discussed with the employee? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (1) Do interim reports discuss the problem(s) in specifics and establish performance objectives? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (2) Are definite methods outlined to achieve satisfactory performance? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (3) Are controls and follow-up present? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (4) Is the plan of action fully discussed with the employee? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (5) If satisfactory performance is not achieved within the specified time frames, is further corrective action taken? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

8. INCIDENT REPORTS (CHP 2)

EVALUATED
[Yes](#)

ACTION REQUIRED
[No](#)

CORRECTED

- | | | |
|--|---|-----------------------------|
| a. Are local controls over CHP 2s reasonable? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (1) Who can issue them? Supervisors and their respective superiors. | | |
| (2) How are they filed? They are filed in respective personnel folders and forwarded through the chain-of-command to headquarters. | | |

(3) Are they available for supervisor's review?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Who assures a proper relationship in the recognition of commendable and censurable incidents?	COMMANDER	
b. Are incident reports properly worded?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Do they state the subject in plain, concise language?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) When appropriate, do they set goals and provide meaningful direction?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Do they accomplish their purpose?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
c. Does the Area have an alternative way to document good work and minor deviations supplemental to the incident report?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

9. ATTITUDES AND DISCIPLINE	EVALUATED <div style="border: 1px solid black; padding: 2px;">Yes</div>	ACTION REQUIRED <div style="border: 1px solid black; padding: 2px;">No</div>	CORRECTED
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a. How do employees really feel about their work, their supervisors, the role of traffic enforcement, etc.? Northern Division employees, for the most part, are highly motivated and demonstrate due respect to their superiors. They take their assigned roles seriously and performance is generally above average.

(1) Do officers feel their work is a valuable contribution to the departmental operation?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Are there frustrations in their work?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) How can these frustrations be reduced? Noted frustrations are mitigated through team building and encouraging subordinates to be a part of solution in respective to their assigned positions.		

(3) Are employees familiar with recent changes in policy or procedure?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Do the nonuniformed employees feel they are allowed to participate in Area functions equally with the uniformed employees?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(5) Do all employees get along well?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(6) Are there problem individuals?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Are supervisors aware of these individuals, and are they taking steps to change their behavior?		
(a) Are supervisors aware of these individuals, and are they taking steps to change their behavior?		

b. Is there a positive motivation force present in the squad?

(1) Is a climate created so that individuals <u>want</u> to do a good job?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
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c. Are the grievance and complaint procedures understood by all supervisors and employees?

(1) How do supervisors feel about the procedures? Supervisors have a working knowledge of the Department's grievance and complaint procedures and follow them accordingly.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
--	---	-----------------------------

(2) If there has been a recent case filed, was it handled successfully?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
(a) If no, did it properly proceed to the next appropriate level?		
(a) If no, did it properly proceed to the next appropriate level?		

(3) Are all grievances and complaints relating to contract interpretations retained in the Area in accordance with provisions contained in HPM 9.1, Employee Relations Manual?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
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